

MEMBERMATTERS

PROVIDING HEALTH RELATED NEWS FOR HEALTH NEW ENGLAND MEMBERS

A Commitment to Our Members

At Health New England (HNE) we take our commitment to you very seriously.

As a regular part of providing service and support to you, our member, HNE continually works to improve the care you receive. Based on recommendations from our members (people like you) and our clinical staff, we have improved our childhood immunization program, as well as our prenatal and postpartum care programs. HNE is also improving our support for people with diabetes, asthma, and other chronic conditions.

We understand that what is most important to you is getting the type of care you need, in a timely way, from caring and capable professionals. We believe that our large net-



Peter F. Straley, President & CEO

work of qualified doctors, our dedication to the availability of quality health facilities, our monitoring of patient care, our devotion to member concerns and customer satisfac-

tion, and our promise to pursue improvements that will benefit your quality of life will keep us on the cutting edge of health care.

The National Committee for Quality Assurance (NCQA) has recognized our accomplishments by awarding HNE their highest ranking, an Excellent Accreditation.

We also have given the Member Matters Newsletter a new look! The newsletter will now include more health-related information, in addition to HNE plan information. We hope that you will find the new and improved Member Matters informative, entertaining, and valuable.

More importantly, we hope that you come to believe in our commitment to you and your family and friends.

IN THIS ISSUE

- 2001 member initiatives
- Avoiding procrastination
- Pharmacy update
- Members' rights and responsibilities
- Healthy physician visits
- Interpreting nutrition news
- Upcoming seminars
- PCP directory update
- Care for allergies



2001 Member Health Improvement Initiatives

HNE offers the following member-focused programs to all members:

BIRTHDAY CARD PROGRAM: birthday cards to 18-month-old children promoting immunizations, and to women and men promoting age-appropriate health screenings and doctor visits.

BRIGHTER INFANT BEGINNINGS PROGRAM (BIB): an educational and high risk pregnancy management program. All pregnant women receive a letter of introduction and an educational book, *Planning Your Pregnancy and Birth*. In addition, women identified as high risk are contacted by the BIB Case Manager, who works with the woman and her doctor throughout her pregnancy.

DIABETES MANAGEMENT PROGRAM: This program is available to all members with diabetes. Members receive educational materials, health care reminders, invitations to educational sessions, and case management services (if needed).

ADULT ASTHMA MANAGEMENT PROGRAM: This program is available to all members over the age of 18 who have asthma. The program focuses on providing education to increase asthma management skills.

PEDIATRIC ASTHMA MANAGEMENT PROGRAM: an asthma management program geared toward the child, the parent, and the health care provider. To engage the children, we have created a mascot for the program—ACE the wizard. ACE is an asthma control expert, who teaches the children about asthma and how to control it. The program consists of games, contests, educational materials, classes (for both parent and child), and incentives.

THE YEAR OF THE FAMILY: To support our members and their families, HNE has created a seminar series. The speakers are experts in their fields. The goal of this program is to help to strengthen and maintain supportive family relationships. (For information about upcoming seminars, see page 7.)

LIVING WELL WITH CHRONIC CONDITIONS: We understand that people with chronic conditions have similar needs—self-management, dealing with negative emotions, nutrition, medication usage, and working with your health care team. The focus of this program is to help members maintain or increase their quality of life through the development of day-to-day skills for managing their illness.

FOR MORE INFORMATION ABOUT THESE PROGRAMS CALL
(413) 787-4000 OR (800) 842-4464, EXT. 3383.

Change in emergency room procedure

As of January 1, 2001, members do not need to report an emergency room visit to HNE.

Please note: You do need to call HNE if you receive emergency care at a facility other than a hospital emergency room. Also, whenever possible, please call your doctor before seeking treatment.



Your HNE ID number: Is there something missing?

No, your Health New England ID number isn't really missing anything. Effective January 1, 2001, HNE dropped the letter that used to come before your number. This change to a numbers-only ID will help us run some of our systems more efficiently and provide better service to you.

Member Services

If you have questions about these changes call the **Member Services Department** at (413) 787-4004 or (800) 310-2835 from 8:00 a.m. to 5:00 p.m. Monday through Friday

Can You Eat Well While Traveling?

If you're a traveler on the run, you probably find yourself surrounded by convenient yet fattening food choices such as donuts, hot dogs, and french fries. If you have more time you may find yourself in restaurants where portions are enormous and the entrees laden with butter or cream. Many people tell themselves that the food they eat while traveling doesn't count. But these excesses will add to your waistline and drain your energy. Healthful food choices are out there. Try these ideas next time you're eating on the run:

- **START YOUR DAY WITH BREAKFAST:**

A healthy balance of protein and carbohydrates is best for a steady release of energy (e.g., a bagel with light cream cheese and a latte with lowfat milk, or cereal with milk and fruit).

- **STOCK UP ON SNACKS.** Instead of relying on airplane snacks or fast food, carry healthful snacks such as breadsticks, lowfat granola bars, dried fruits, and pretzels in your briefcase or purse.

- **LOOK PAST THE OBVIOUS.** Most fast food restaurants and even convenience stores offer healthful choices. Pass up the burgers, fries, and nachos for salads with lowfat dressing, baked potatoes (with plain yogurt instead of sour cream), fruit cups, and yogurt.

- **ASK FOR "COOKED TO ORDER" FOOD IN RESTAURANTS.** Broiled and steamed dishes are healthiest. Substitute a green salad, baked potato, or steamed vegetables for high-fat sides like french fries and coleslaw. Avoid butter, or use very little.

- **LIMIT ALCOHOL INTAKE.** In addition to causing dehydration and sleepiness, alcohol tends to stimulate appetite.

- **DON'T DEPRIVE YOURSELF COMPLETELY.** Include small treats in your meal plan; if your overall diet is healthful, a piece of pie after dinner is really OK.

Resource: WorkCare: A Working Person's Guide to Life Balance, by George J. Pfeiffer and Judith A. Webster. Charlottesville, Va.: WorkCare Press, 2001.



Just Do It

“We are always getting ready to live but never living,” said the 19th century poet and essayist Ralph Waldo Emerson. Like Shakespeare's Hamlet, we ask ourselves, “To be or not to be?”, and in our endless planning we avoid taking action.

The reasons for procrastination are many: fear of failure; perfectionism; rebellion; feeling overwhelmed.

Fortunately, procrastination is not a trait so much as a habit, and habits can be broken. M. Susan Roberts, Ph.D. and author of *Living Without Procrastination*, offers a number of techniques for approaching tasks that you find yourself postponing:

- **CREATE REMINDERS.** “To Do” lists, written schedules, and visual cues (such as leaving a project file in a conspicuous place on your desk instead of stuffing it into a drawer) all can be helpful.

- **TAKE CHARGE OF YOUR TIME.** Break the project down into manageable steps, make use of the time of day you feel most energetic to tackle difficult tasks, and try to neither under- nor over-estimate the time needed to complete a project. An accurate assessment of time needed reduces stress and helps you plan more effectively.

- **GET SET UP.** Make sure your workplace is organized, that you have all the necessary tools, and that you can arrange to be free of distractions.

- **REWARD YOURSELF FOR ACCOMPLISHMENTS** both large and small. Take a quick break to call a friend, have a cup of tea, or take a brief walk in the sunshine.

Resource: Living Without Procrastination, by M. Susan Roberts, Ph.D. Oakland, Calif.: New Harbinger Publications, Inc., 1995.



PERKS!

Adversity or opportunity? Many people view setbacks and problems as burdens, which then hurts their ability to respond. Try adopting a more positive attitude: Focus on your strengths and how you might use them to overcome the problem. Then, develop a game plan. In this way you engage your creativity and increase your chances of success. Plus, you will feel better about yourself—and your work.

Good nutrition not only promotes good health but also reduces stress and enhances alertness and learning power. Be sure not to skip meals at work, even (or especially) when you are very busy or under pressure. Aim for a mix of protein and complex carbohydrates for the best staying power, such as a sandwich made with peanut butter or low-fat cheese or meats on whole grain bread.

Take time to recognize each new improvement you make in your work, no matter how small. Remember that these improvements are the building blocks on which success is built, and not some abstract idea of “perfection.”

If you work in a noisy environment, it's important to take steps to protect your hearing. As a general rule, if you can't hear (or be heard by) someone two feet away, then the noise level is potentially harmful. Most pharmacies and sporting goods stores sell ear plugs, which can help reduce noise while still allowing you to hear conversations. If your workplace is especially noisy, such as a construction site, be sure to follow all workplace regulations concerning hearing protection.

Y o u r W o r k



Pharmacy Update

The following medications were added to the HNE Formulary during 2000. These medications are now available at the middle copayment tier.

| Brand Name | Generic Name |
|-------------|-----------------------|
| ACTOS® | pioglitazone |
| ACULAR® | ketorolac ophthalmic |
| ADDERALL® | methamphetamine salts |
| AVANDIA® | rosiglitazone |
| CARBATROL® | carbamazepine |
| DETROL® | tolterodine |
| DOVONEX® | calcipotriene |
| ESTRING® | estrogen insert* |
| EVISTA® | raloxifene |
| METADATEER® | methylphenidate |
| OCUFLOX® | ofloxacin ophthalmic |
| PLETAL® | cilostazol |
| RILUTEK® | riluzole |
| SEROQUEL® | quetiapine |

*THIS PRODUCT is dispensed in a 90-day supply. Three copayments apply when filling a prescription for this product.

Equivalent generic products are now available for the following brand name medications.

| Brand Name (Tier 3) | Generic Name (Tier 1) |
|---------------------|---------------------------------------|
| ACTIGALL® | ursodiol |
| DILANTIN 125® | phenytoin suspension |
| LUVOX® | fluvoxamine |
| RYTHMOL® | propafenone |
| SINEMET CR® | carbidopa/levodopa (extended release) |

THE GENERIC PRODUCT is available at the lowest copayment tier and the brand product is now available at the highest copayment tier. Please note: It is Massachusetts state law that a pharmacist dispense an equivalent generic product, when available, unless the physician has written "Do Not Substitute" on the prescription.

Please check the HNE website (www.healthnewengland.com) for the complete formulary.

Here's Your Chance to Give HNE Some Advice

How can Health New England serve you better?

How can we improve our written materials so they are easier to read and understand? What have been your best and/or worst experiences with Health New England? Would you like the chance to address these or other important issues and questions? If so, please read on ...

HEALTH NEW ENGLAND IS FORMING A MEMBER ADVISORY COMMITTEE. Our goal is to open and improve the lines of communication between you and Health New England and to obtain your input on issues that impact you and our entire membership. We feel it's important to invite members to meet with us so that your health care interests are represented. We want to offer members an opportunity to provide input on matters that affect the entire region.

THE MEMBER ADVISORY COMMITTEE cannot be successful without the input of the individuals who actually need and use the health care and services provided by HNE practitioners. We hope that you will consider joining this Committee. If you would like more information or an application, please call Pat Scheer, HNE's Quality Operations Manager at (413) 787-4000 ext. 3435 or (800) 842-4464.

Member Confidentiality

Health New England (HNE) is committed to protecting the privacy of our members at all times and in all settings. It is HNE's policy to keep a member's Personal Health Information confidential in accordance with state and federal law. "Personal Health Information" consists of medical, claims, benefit, or other information that can identify an individual member.

When you become a member of HNE, you agree that HNE and its related providers and provider organizations may obtain and use your Personal Health Information, and disclose this information to necessary persons and organizations, in accordance with the law, for the following purposes:

- For general plan administration purposes, including processing and paying claims, verification of enrollment and eligibility, coordination of benefits with other benefit plans, subrogation, reinsurance, financial auditing, and member satisfaction processes.
- To assess and improve the quality of care provided to our members. This is known as Quality Management.
- To manage the use of health care resources. This is known as Utilization Management.

Ask Dr. Ebert



*Thomas Ebert, M.D.,
medical director for
Health New England*

Q. I dread going to the doctor because of the long waits, the short amount of time allotted with the doctor, and the hassle. Is there a solution?

A. Your frustration is understandable. It's interesting to note that recent studies show that the actual time patients spend with the doctor has not decreased; it just feels that way because so many things need to be covered. There are ways you can improve the quality of the office visit—for yourself and for the doctor, too! Try the following:

- **WRITE IT DOWN.** Specific information—symptoms, when the problem started, and what self-care methods have been useful—can help the doctor get a clearer picture of the problem.
- **TRY NOT TO SURPRISE THE DOCTOR** with a new problem or complaint at the end of the visit. Be sure to include everything in what you have written down.
- **ASK ABOUT ANY AGE APPROPRIATE PREVENTIVE CARE** that needs to be done at the time of the visit, such as colorectal screenings.
- **BE OPEN AND HONEST.** Your doctor may ask you detailed questions by body system (e.g., symptoms related to your skin, head, eyes, ears, throat, etc.) and/or about general health behaviors such as drinking, smoking, exercise habits, and sexual activity. Don't be embarrassed! Your doctor needs this information to narrow down the diagnosis and develop a treatment plan.
- **ASK QUESTIONS.** Again, write them down ahead of time. It is all too easy for your mind to go blank when you walk into the examining room! If you are not sure you understand something, do not be afraid to ask the doctor to repeat and/or explain it. For example: "What are the benefits and risks of your recommendations?"
- **FOLLOW THROUGH WITH TREATMENT.** Don't ignore suggestions that seem too simple, such as drinking plenty of fluids, getting bed rest, eating a balanced diet, stopping smoking, exercising, or losing weight. These recommendations are just as sound as other high-tech medical advice, and often are the best medicine you can give yourself.

- For disease management activities. For example, HNE may identify members with certain medical conditions so that we can work with them and their doctors on ways to manage their care.
- To furnish information to providers who are treating HNE members.
- When required by law, such as to respond to a court order or subpoena.

HNE does not release Personal Health Information (other than name, address, and age) to employers. Self-funded employers, however, need certain information so that they may adequately fund their accounts. Therefore, HNE will release information to certain persons designated by the self-funded employer as persons who may appropriately have access to the information. HNE also will insist that the self-funded employer set security measures to prevent unauthorized access.

Other than the instances noted above, your Personal Health Information will be kept confidential and will not be disclosed without your consent.

If you would like a copy of HNE's formal confidentiality policy, you may request a copy from HNE's Member Services Department.

Access to Records

HNE does not directly provide medical care. All of our members receive care and treatment from hospitals, doctors, and other medical providers based in their own facilities. Under Massachusetts State Law you have a right to see your medical records. If you wish to obtain a copy of your medical records, you should contact your health care provider(s) directly. If you have difficulty getting medical records from your provider(s), please contact HNE's Member Services Department for assistance.

Women's Health & Cancer Rights Act of 1998 Annual Notice of Rights

If the Plan you are on provides coverage for mastectomies and if you are receiving benefits under the Plan in connection with a mastectomy, you have the right to receive coverage of the following:

- Reconstruction of the breast on which the mastectomy was performed;
- Surgery and reconstruction of the other breast to produce a symmetrical appearance; and
- Prostheses and treatment of physical complications at all stages of the mastectomy, including lymphedemas.

Coverage is provided based on what you and your attending physician determine to be appropriate for you. If your Plan has deductible, coinsurance, or copayment requirements for other benefits under the Plan, these requirements may apply to the above procedures to the same extent that they apply to other benefits.

Health News

First Aid Kit For Travelers

Whether you are driving the kids to a nearby beach for the weekend or hopping on a plane to Morocco, a well-packed first aid kit is a must. Of course, it is always a good idea to check with your doctor and/or your public health department for recommendations specific to the area you are visiting, e.g., for vaccinations, medical documentation, and any additional supplies you should include in your kit.

A basic traveler's first aid kit should contain the following items:

Antidiarrheal and anti-nausea medicines

Antihistamines (for allergies)

Over-the-counter pain relievers (e.g., ibuprofen, acetaminophen)

Aspirin (in case of heart attack)

Prescription medicines

Hydrocortisone cream (for rashes)

Calamine lotion (for insect bites or poison ivy)

Insect repellent

Sunscreen, SPF 15 or higher

Antiseptic wipes

Antibiotic ointment

Assorted bandages (including butterfly bandages for wound closure)

Elastic wraps (for wrist, knee, ankle, or elbow injuries)

Disposable, instant-activating cold packs

Gauze rolls

Adhesive tape

Safety pins

Tweezers

Thermometer with case

Sharp Scissors with rounded tips

Before leaving for your trip, check with your health insurance policy for coverage away from home. It is also important to know how to get medical help at your destination, especially if you are traveling overseas. Be sure to carry your insurance card.

Resources: American College of Emergency Physicians, www.acep.org; Centers for Disease Control and Prevention, 1600 Clifton Rd., Atlanta, GA 30333, (404) 639-3534 (800) 311-3435, www.cdc.gov/travel/

Fact or Fiction?

interpreting nutrition news

This is the Information Age, and as such we are constantly bombarded by the latest findings on nutrition. Newspapers, television programs, and the internet seem to churn out reports designed less for accuracy than to prompt an emotional reaction. The information often is contradictory: One day eggs are OK, the next they're not; the same with red meat, vitamin supplements, and scores of other products. The resulting confusion creates skepticism about what really is healthful eating.

The American Dietetic Association suggests the following guidelines to determine the accuracy of the latest nutrition news:

- **WHO IS THE AUTHOR?** Look for credentials such as M.D. or R.D. (registered dietician), and/or an affiliation with a medical center or accredited university.
- **WHAT IS THE EVIDENCE?** Claims should be backed up by credible studies from government agencies, professional associations, or peer-reviewed medical journals.

- **PRACTICE HEALTHY SKEPTICISM.** Attention-

grabbing headlines can be misleading; be sure to read the full article to get the most balanced story. Guidelines and expert responses often do not appear until the end of the article.

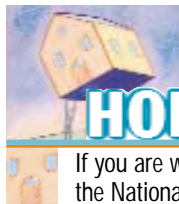
- **WATCH FOR THE WORD "PRELIMINARY."** It takes numerous studies, over a period of many years, to generate enough evidence to recommend major changes.

- **PAY ATTENTION TO SPECIFICS.** Studies may be performed on rats, dogs, or people; obviously

research conducted on people provides the most reliable information. Look at who the subjects are: age, gender, health, lifestyle, etc. How many people were involved and how long did the study last? All these details can help you decide whether its conclusions apply to you or not.

- **CHECK WITH AN EXPERT** (your doctor or a registered nutritionist) before making any major changes in your diet. He or she is the best source of accurate information.

Resource: *The American Dietetic Association, 216 West Jackson Blvd., Suite 800, Chicago, IL 60606, (800) 366-1655, www.eatright.org*



HOME IMPROVEMENTS

If you are working with power tools outdoors and need to use an extension cord, the National Safety Council suggests keeping the following safety tips in mind: Make sure the cord is certified for outdoor use and can handle the wattage required for the job; do not use a cord without a UL mark (which means the cord has been safety-tested); store cords inside when not in use; and never use a damaged cord.

To receive a free copy of the recently-released, 20-page booklet "How to Find Medical Information," which offers tips on researching and interpreting medical conditions, contact the National Institute of Arthritis and Musculoskeletal and Skin Diseases Information Clearinghouse at 1 AMS Circle, Bethesda, Md. 20892-3675, (877) 226-4267, niamsinfo@mail.nih.gov.

When driving around big rigs, keep in mind that trucks have much larger blind spots than passenger cars. The four "no-zones" around a rig are 10 to 20 feet in front of the truck, on each side of the truck, and up to 150 to 200 feet behind the truck. A rule of thumb: If you can't see the driver in his or her mirror, he or she probably can't see you either.



Mark your calendars for these upcoming seminars

Robert Oldenburg, MS, LICSW

HOW TO TALK WITH YOUR KIDS ABOUT DRUGS

Thursday, April 26, 2001
7:00–8:30 p.m.

No parent wants his or her child to get involved with drugs. But talking to your kids about drugs can be difficult. You may not know what information to share and at what age. What do you say when your preschooler asks you, “What does ‘drugs’ mean?” Learn how to handle your child’s question, “Did you ever do drugs?” How do you respond if the answer is yes?

Mr. Oldenburg will provide you with invaluable information to help you talk with your kids about drugs. Learn how to start the dialogue and how to keep it going, from preschool to the teen years.

Cindy Solin, MS, LICSW

GAY & LESBIAN COUPLES AND FAMILIES: COPING WITH UNIQUE STRESSES AND BUILDING SUPPORTIVE RELATIONSHIPS

Thursday, May 10, 2001
7:00–8:30 p.m.

Gay and lesbian families face unique stresses. They often must deal with homophobia and/or indifference, and may also experience feelings of self-devaluation. As in all families, it is important that gay and lesbian persons build healthy, supportive relationships with their partners. If children are involved, they may need help dealing with the complexities of being a member of a gay or lesbian family.

Ms. Solin will discuss the problems that gay and lesbian couples face and provide creative approaches to developing and sustaining couple and family life. She will talk about legal protection, and the challenge faced by same-gender parents in raising their children.

Geraldine Bennett, RN, MAT

GRANDPARENTS RAISING GRANDCHILDREN: ISSUES THESE GRANDPARENTS FACE; HOW TO COPE AND BUILD SUPPORT SYSTEMS

Thursday June 7, 2001
7:00–8:30 p.m.

It is estimated that nearly 4 million children in the U.S. live with their grandparents. This means that many grandparents have taken on the role of parents once again. They vary in age from 40’s to 70’s—some younger, and some older. Many work full-time. Some are retired. No matter the age of the grandparents, they all share concerns for meeting the needs of their grandchildren and maintaining social lives of their own.

Geraldine Bennett started the Grandparents as Parents Program at the Chicopee Council on Aging. She will discuss the issues and challenges that these grandparents face and discuss ways to get connected to organizations and support groups.

SEMINAR LOCATION: Best Western Sovereign Hotel & Conference Center, 1080 Riverdale Street (Route 5), West Springfield, MA 01089

SEMINAR REGISTRATION FORM

- Robert Oldenburg, MS, LICSW—HOW TO TALK WITH YOUR KIDS ABOUT DRUGS, Thurs. April 26, 2001, 7:00–8:30 p.m.
- Cindy Solin, MS, LICSW—GAY & LESBIAN COUPLES AND FAMILIES: COPING WITH UNIQUE STRESSES AND BUILDING SUPPORTIVE RELATIONSHIPS, Thurs., May 10, 2001, 7:00–8:30 p.m.
- Geraldine Bennett, RN, MAT—GRANDPARENTS RAISING GRANDCHILDREN: ISSUES THESE GRANDPARENTS FACE; HOW TO COPE AND BUILD SUPPORT SYSTEMS, Thurs. June 7, 2001, 7:00–8:30 p.m.

HNE Member Cost: First Person - \$5.00 Each additional person - \$2.00 for each seminar

NON-HNE Member Cost: First Person - \$8.00 Each additional person - \$2.00 for each seminar

Name _____

Address _____

Phone (day): _____

Total number of people registering _____

Name of each additional person: _____

TOTAL AMOUNT ENCLOSED: \$ _____

Weight loss? Protein only? Carbs only? What CAN we eat to lose weight?

The evidence is everywhere: Your co-workers compare weight loss on breaks; your sister has lost ten pounds; and even your friends who never fall for fads are doing it. Weight loss often is immediate, providing a surge of self-confidence which serves as positive reinforcement to continue.

Too good to be true? Probably. High-protein diets have been around for three decades, but recently their popularity has soared to a new level. These diets, including The Zone, The Atkins Diet, and Protein Power, differ in specifics, but all point to carbohydrates as the “enemy.” Initially, limiting carbohydrates often does help shed pounds

quickly. However, this weight loss is usually temporary, and mostly water. And, according to Laurie Jones, R.D., “Long-term compliance is unlikely when major food groups are eliminated from the diet. When people eventually resume their ‘normal’ eating behavior, they will likely regain the weight they lost.”

In addition, the long-term health effects of this type of diet are unknown.

Many experts believe that excessive protein intake may seriously endanger health. Consider the following:

- **MANY HIGH-PROTEIN FOODS**, such as meat and dairy products, are high in saturated fat, which has been linked to an increased risk of cardiovascular disease and cancer.

- **HIGH-PROTEIN DIETS ARE LOW IN FRUITS, VEGETABLES, AND GRAINS**, the very foods that have shown protective effects against cancer, stroke, obesity, and heart disease.

- **EXCESS PROTEIN FORCES THE BODY** into an abnormal state known as “ketosis” (which is also a common complication of alcoholism or starvation). Possible complications range from nausea and fatigue to kidney damage and bone loss.

Why do people continue to follow these diets, despite the fact that their safety is so questionable? For one thing, they serve as a “quick fix,” initiating weight loss almost immediately. Also, says Jones, “They allow for the increased consumption of the traditional ‘rich foods’ such as butter, eggs, and steak.” Add to this a big dose of confusion about conflicting research reports

on healthful diets, and it’s not surprising that people are distrustful about dietary advice. A recent study published in the *Journal of the American Dietetic Association* showed that 40 percent of respondents agreed that dietary guidelines “should be taken with a grain of salt.”

Most experts agree that there is room for compromise. “For otherwise healthy people, a somewhat higher-protein diet may be acceptable to initiate weight loss and provide motivation,” Jones states. “This makes sense especially for those people who typically over-consume carbohydrates.” At the same time, she cautions, you should increase your intake of vegetables and fruits and choose smaller portions of protein sources such as fish, poultry, and lean cuts of meat. “Weight loss is more about finding the right balance for you, than it is about severely restricting your diet to the point where you feel deprived.” Striving for this balance in how you eat every day, and not just when you need to lose pounds, is the key to a healthy lifestyle.

Resource: International Food Information Council, 1100 Connecticut Ave., NW, Suite 430, Washington, DC 20036, <http://ificinfo.health.org>



Primary Care Physicians Directory Update

The following Primary Care Physicians have joined HNE:

INTERNAL MEDICINE

Monica Ansani, M.D.
Meadows Medical Associates
294 North Main Street
East Longmeadow, MA 01028
(413) 525-4555

Neil D. Bach, M.D.
Hilltown Community Health Center
58 Old North Road
Worthington, MA 01098
(413) 238-5511

Sheri D. Cheung, M.D.
Springfield Medical Associates
2150 Main Street
Springfield, MA 01104
(413) 731-5663

Jonna I. Gaberman, M.D.
Mason Square Neighborhood Health Center
11 Wilbraham Road
Springfield, MA 01109
(413) 794-3710

Suiyin T. Kleinberg, M.D.
Mary Lane Medical Associates
83 South Street
Ware, MA 01082
(413) 967-2030

David A. McDougall, M.D.
140 High Street
Springfield, MA 01199
(413) 794-2511

Sharon J. Rawlings, M.D.
Berkshire Medical Group
777 North Street
Pittsfield, MA 01201
(413) 499-8510

Rodrigo G. Salazar, M.D.
Northern Edge Medical Associates
3455 Main Street
Springfield, MA 01107
(413) 794-8777

PEDIATRICS

James A. Bell, M.D.
Fairview Pediatrics
1176 Memorial Drive
Chicopee, MA 01020
(413) 593-1333

Sheri D. Cheung, M.D.
Springfield Medical Associates
2150 Main Street
Springfield, MA 01104
(413) 731-5663

Lesley B. Mugford, M.D.
Holyoke Pediatric Associates
150 Lower Westfield Road
Holyoke, MA 01040

Holyoke Pediatric Associates
488 Newton Street
South Hadley, MA 01075
(413) 532-0300

Jennifer M. Roche, M.D.
Amherst Pediatrics
31 Hall Drive
Amherst, MA 01002
(413) 253-3773

The following providers have disenrolled from HNE:

Lauren L. Broussal, M.D.

Jeffrey T. Calegari, D.O.

Lisa Das, M.D.

Sara C. Farley, M.D.

Catherine E. Hylwa, M.D.

Alicia Landman-Reiner, M.D.

Gary S. Reiter, M.D.

Jerome M. Larkin, M.D.

Steven A. Myers, M.D.

The following Primary Care Physicians have opened their panels to all members. They will now accept new and established members on their panels.

Stewart F. Babbott, M.D.
140 High Street
Springfield, MA 01199
(413) 794-2511

Patrick J. Boyce, M.D.
Holyoke Internists
2 Hospital Drive
Holyoke, MA 01040
(413) 536-6902

Andrew K. Fay, M.D.
South Hadley Medical Associates
470 Granby Road
South Hadley, MA 01075
(413) 533-3926

Carolyn S. Tolley, M.D.
Holyoke Internists
2 Hospital Drive
Holyoke, MA 01040
(413) 536-6902

The following Primary Care Physicians have closed their panels to new members. They will continue to accept patients who are already established with them.

Mark E. Belemjian, M.D.*
Pediatric Services of Springfield
294 North Main Street
East Longmeadow, MA 01028
(413) 525-1870

Paul E. Berman, M.D.
184 Northampton Street
Easthampton, MA 01027
(413) 529-0797

Noel A. Blagg, M.D. BK,*
Berkshire Medical Group
777 North Street
Pittsfield, MA 01201
(413) 499-8510

Kimberly A. Browne-Martin, M.D.*
2 Medical Center Drive
Springfield, MA 01107
(413) 734-4661

Lindsay G. Crampton, M.D.*
Family Practice Associates
20 Elm Street
Pittsfield, MA 01201
(413) 442-1019

Marjorie Y. Devries, M.D.*
Family Practice Associates
20 Elm Street
Pittsfield, MA 01201
(413) 442-1019

George R. Hepner, M.D.*
Pediatric Services of Springfield
294 North Main Street
East Longmeadow, MA 01028
(413) 525-1870

Barry Z. Izenstein, M.D.*
2 Medical Center Drive
Springfield, MA 01107
(413) 734-4661

Rupal Mehta, M.D.*
Mason Square Neighborhood Health Center
11 Wilbraham Road
Springfield, MA 01109
(413) 794-3710

Leif G. Nordstrom, M.D.*
Pediatric Services of Springfield
294 North Main Street
East Longmeadow, MA 01028
(413) 525-1870

T. Britton Percy, M.D.*
Hampden County Physician Associates
46 Daggett Drive
West Springfield, MA 01089
(413) 739-9001

Michael Solon, M.D.*
Westside Medical Associates
46 Daggett Drive
West Springfield, MA 01089
(413) 781-4000

Restricted Panel: Occasionally, a PCP may not be able to accept new patients due to scheduling problems or other special circumstances. These physicians are identified by an asterisk () after their names. However, they are still available to any member who is presently an active patient of the doctor.

Primary Care Physicians Directory Update

Marc Vanderleeden, M.D.*

2 Medical Center Drive
Springfield, MA 01107
(413) 734-4661

The following Primary Care Physicians have had a change of address. The new address is reflected below:

John D. Bedford, M.D.

299 Carew Street
Springfield, MA 01107
(413) 734-9660

John C. Dallenbach, M.D.

212 South Street
Pittsfield, MA 0120
(413) 442-8267

Gregory G. Decandia, M.D.

1200 Converse Street
Longmeadow, MA 01106
(413) 565-4653

Nora E. Hanke, MB ChB

4A Liberty Street
Easthampton, MA 01027
(413) 527-2101

Dennis J. Kobylarz, M.D.

Community Health Center of the Berkshires
29 Lewis Avenue
Great Barrington, MA 01230
(413) 528-8580

Alan A. Lareau, M.D.

1000 Wilbraham Road
Springfield, MA 01109
(413) 783-4647

James M. Leone, M.D.

Hampden County Physician Associates
2377 Boston Road
Wilbraham, MA 01095
(413) 596-9200

David J. Licht, M.D.

Hampden County Physician Associates
2377 Boston Road
Wilbraham, MA 01095
(413) 596-9200

The following Primary Care Physician has had a change of secondary address.

The primary office location at 185 West Avenue in Ludlow remains unchanged. The new additional address is reflected below:

Shaukat Matin, M.D.

Hampden County Physician Associates
2377 Boston Road
Wilbraham, MA 01095

The following Primary Care Physicians have had a change of group name. The new group name and current address is reflected below:

Paula J. Aucoin, M.D.*

Berkshire Medical Group
777 North Street
Pittsfield, MA 01201
(413) 499-8510

John A. Bellizzi, Jr., M.D.

East Mountain Medical Associates
780 Main Street
Great Barrington, MA 01230
(413) 528-2418

Gordon T. Bird, M.D.*

Berkshire Medical Group
77 North Street
Pittsfield, MA 01201
(413) 499-8510

Noel A. Blagg, M.D.*

Berkshire Medical Group
777 North Street
Pittsfield, MA 01201
(413) 499-8510

Eric J. Bush, M.D.

East Mountain Medical Associates
780 Main Street
Great Barrington, MA 01230
(413) 528-2418

Daniel M. Cohen, M.D.

Suburban Internal Medicine
710 Stockbridge Road
Lee, MA 01238
(413) 243-0122

Joel L. Colker, M.D.*

Central Berkshire Gastroenterology
777 North Street
Pittsfield, MA 01201
(413) 499-8590

Thomas A. Consolati, M.D.

Suburban Internal Medicine
710 Stockbridge Road
Lee, MA 01238
(413) 243-0122

Ronald E. Goldfinger, M.D.

Suburban Internal Medicine
710 Stockbridge Road
Lee, MA 01238
(413) 243-0122

Harry Hartford, M.D.*

Berkshire Medical Group
777 North Street
Pittsfield, MA 01201
(413) 499-8510

Alan Kulberg, M.D.*

Berkshire Pediatric Associates
777 North Street
Pittsfield, MA 01201
(413) 499-8531

Michael R. McNerney, M.D.*

Berkshire Medical Group
777 North Street
Pittsfield, MA 01201
(413) 499-8510

Pamela E. Miller, M.D.*

Berkshire Medical Group
777 North Street
Pittsfield, MA 01201
(413) 499-8510

Gina L. O'Brien, M.D.

Berkshire Pediatric Associates
777 North Street
Pittsfield, MA 01201
(413) 499-8531

Gabriel J. Otterman, M.D.

Berkshire Pediatric Associates
777 North Street
Pittsfield, MA 01201
(413) 499-8531

Daniel W. Patel, M.D.

East Mountain Medical Associates
780 Main Street
Great Barrington, MA 01230
(413) 528-2418

Larry J. Pellish, M.D.*

Central Berkshire Gastroenterology
777 North Street
Pittsfield, MA 01201
(413) 499-8590

Richard D. Perera, M.D.*

Berkshire Medical Group
777 North Street
Pittsfield, MA 01201
(413) 499-8510

Diane Piraino, M.D.*

Berkshire Pediatric Associates
777 North Street
Pittsfield, MA 01201
(413) 499-8531

Andrew W. Potler, D.O.

East Mountain Medical Associates
780 Main Street
Great Barrington, MA 01230
(413) 528-2418

Asta S. Potter, M.D.*

Suburban Internal Medicine
710 Stockbridge Road
Lee, MA 01238
(413) 243-0122

Richard Rosenfeld, M.D.

Berkshire Pediatric Associates
710 Stockbridge Road
Lee, MA 01238
(413) 243-9936

Gary S. Shalen, M.D.

Berkshire Pediatric Associates
777 North Street
Pittsfield, MA 01201
(413) 499-8531

Robert P. Wespiser, M.D.*

Suburban Internal Medicine
710 Stockbridge Road
Lee, MA 01238
(413) 243-0122

Restricted Panel: Occasionally, a PCP may not be able to accept new patients due to scheduling problems or other special circumstances. These physicians are identified by an asterisk () after their names. However, they are still available to any member who is presently an active patient of the doctor.

Allergy Season

Millions of Americans go through pollen season and “just grin and sneeze” with it. Allergic rhinitis (hay fever) is the most common respiratory allergy. It is a response to outside substances called allergens. Among adults, dust (especially dust mites), animal dander, molds, feathers, and pollen are the most common allergens; among infants, food, animal dander, and dust are the most common.

For most people, allergy season is a period of moderate discomfort. But for others, pollen or dust can cause significant physical problems and be a year-round challenge.

In cases of severe allergy, professional medical consultation is recommended to determine the actual substances that cause the allergic reaction. Skin or blood tests may be recommended to determine the specific allergen. A doctor may use “hyposensitization” techniques to help people who have severe allergies become less sensitive to the allergen(s) through a series of injections.

Most people who have mild to moderate hay fever can follow the HomeCare procedures listed to the right. Whenever possible, avoiding the known allergens is the best course of action.

Symptoms/Signs

- Runny nose, sneezing
- Watery, itchy eyes
- Wheezing
- Stuffy head, clogged sinuses, headache
- Ticklish throat, from postnasal drip

Consult Your Doctor If:

- You have difficulty breathing or severe wheezing.
- Nasal discharge is green or yellow.
- Your life has become miserable due to the symptoms.
- The symptoms have become much worse.

H O M E C A R E

If physician referral is not recommended at this time, try the following self-care procedures:



MEDICATION

- You may want to try antihistamines to help relieve symptoms. Use with caution; read labels.
- Nasal decongestants may help a stuffy head.
- Cough drops may relieve postnasal drip.



NOTE WELL

- Use a tissue or handkerchief to gently blow mucus from nose. Do not blow hard: You may end up with an ear infection or bloody nose if you do.
- Cover your nose and mouth with a mask when doing household chores that have worsened symptoms in the past, such as cutting the lawn or dusting.
- If you're allergic to molds, consider using an air conditioner with an electrostatic filter during the summer.



REST

- You may need more rest when you have an allergic reaction.



PREVENTION

- If possible, avoid contact with allergens such as flowers, grasses, specific foods, and dust.
- Keep house pets out of bedrooms. Try to keep your pet clean and groomed.
- Wrap your pillows and mattresses in special covers and wash sheets weekly in hot water if you are allergic to dust mites.
- Consider using a portable air filter in your bedroom.

This article is intended to increase awareness of health and medical care issues. None of the information in this text is intended to be a substitute for appropriate physician diagnosis and medical care.

Y o u r C a r e

Notice to Members

Correction to previously sent
"Notice to Health New England Members"

Earlier this year, we sent you a "Notice to Health New England Members." This notice contained information about various HNE policies and procedures. We would like to make the following corrections to that notice:

GRIEVANCE PROCESS:

In the section titled "Submitting your Grievance," the notice stated that if you had a grievance, "you must submit your grievance to HNE within ninety (90) calendar days of the event that brought about the grievance." HNE is removing the ninety (90) calendar day limitation.

In the section titled "Review Process (All other Grievances)," the notice stated that "you do not have the right to an external appeal of these grievances." The language should have read "you may not have the right to an external appeal of these grievances."

In the "PRIOR APPROVAL PROCESS" section, we would like to add the following language to the end of the section: "If your doctor disagrees with our utilization review decision, your doctor may request a reconsideration of our decision from a clinical peer reviewer. This reconsideration will be conducted between your doctor and the clinical peer reviewer within one working day of the request for reconsideration. If the initial determination is not reversed, you (or your doctor on your behalf) may request a formal review. (See "Grievance Process.")"

In the "TRANSITIONAL COVERAGE FOR NEW MEMBERS" section we would like to add the following language to the end of the paragraph: "With respect to an insured in her second or third trimester of pregnancy, this provision shall apply to services rendered through the first post-partum visit. With respect to an insured with a terminal illness, this provision shall apply to services rendered until death."

Health New England Website

Visit us at our website! Our address is www.healthnewengland.com. The site includes information about the HNE Provider Network, our Pharmacy Services, and how to get acquainted with our Member Services Department and learn more about other HNE resources. The site even provides a direct link to e-mail Health New England's President and CEO, Peter Straley.

NEW! Members can now change their PCP, change their address, and request a new ID card on-line!

Members also can enroll in a health management program or tell us about their chronic condition on-line.

Log on today to learn more about the many programs and services available to you as an HNE member!



Member News

Health New England
1 Monarch Place
Springfield, MA 01144

PRESORTED STANDARD MAIL
U.S. POSTAGE
PAID
ARLINGTON, TX
PERMIT #1881